

EXHIBIT 4
Consumer Assessment of Health Plans (CAHPS™)
Commercial Survey Data

NOTE: HCA will not require a CAHPS™ survey data set for the period of July 1, 2010, through December 31, 2010 for WHP. If CONTRACTOR has already contracted to submit 2010 Basic Health CAHPS™ data to the Health Care Authority, CONTRACTOR is not required to resubmit. It is preferred that data submitted for both BH Subsidized and WHP be segregated; however, if not possible, please submit together and separate from other lines of business. The HCA's preference is that CAHPS™ data be specific for its population. If segregated data is not available for 2011 plan year, please note in your submittal. Also, please be advised segregated data will be expected for the 2012 plan year.

CONTRACTOR agrees to:

1. Conduct a CAHPS™ survey of their adult commercial members in managed care products in which WHP members are enrolled.
2. Ensure the survey sample frame consists of all non-Medicare members (not just subscribers) with Washington State addresses.
3. Contract with an NCQA certified vendor qualified to administer the CAHPS™ survey and conduct the survey according to NCQA protocol.
4. Use the most recent HEDIS version of the commercial adult questionnaire or as instructed by NCQA for 2011 CAHPS™ surveys.
5. For calendar year 2011, all data will be submitted by August 30, 2012, by providing HCA access to NCQA's Interactive Data Submission System (IDSS).
6. Notification of data submittal shall be e-mailed to: [TBD](#)